

Contents

Preface xiii

Part I What is a library?

1 The end of libraries? 3

Introduction: The onward march of technology 3

The loss of the core business 5

Libraries: unprepared for change? 11

Beyond technology 12

Conclusion 13

2 What is a library? The view from the sectors 14

Introduction 14

The view from the sectors 1: National libraries 15

The view from the sectors 2: Academic libraries 20

The view from the sectors 3: Public libraries 26

The view from the sectors 4: School libraries 30

The view from the sectors 5: Workplace libraries 34

Evidence-based practice 35

Conclusion 39

3 What is a library? Cross-sectoral models 40

Introduction 40

Alexandria: the enduring collection 40

The access model 43

The resource-sharing model 44

Standing outside, looking in 47

Conclusion 48

4 What is a library? The profession's view 50

Introduction 50

The Library Association's view of the profession 51

The Institute of Information Scientists' *Criteria* 53

Negotiating merger: What does the profession stand for? 54

Benchmarking librarianship 54

The American Library Association's *Key action areas* and
the *Library Bill of Rights* 55

- 5 What is a library? Digital and hybrid libraries 61**
Introduction 61
Knowledge mediators 62
Moving to distributed environments for library services 63
The architecture of the digital library 64
Reference architectures 65
The control zone 66
Conceptual frameworks 67
Summary of digital library concepts 68
The hybrid library 69
Conclusion 70
- 6 What is a good library? 72**
Introduction 72
The library as a system 72
Library performance 74
Quality management 78
Conclusion 85

Part II Future libraries

- 7 The core functions of a library 89**
Introduction 89
The library as expert intermediary 90
Disintermediation 92
Library users 93
User populations 94
Information populations 95
Intelligence 97
The user interface 99
The source interface 99
Information access and use 100
Advice and training 104
Management 104
Conclusion 105
- 8 Enabling technologies 106**
Introduction 106
General issues 108

Library systems	110
Information objects	113
Document formats	117
Metadata	120
Managing objects and metadata	129
E-business	133
Conclusion	133

9 The information universe 135

Introduction	135
Global and national information policies and infrastructures	136
The infrastructure of the information universe	144
Content	145
Parallel and serial searching across heterogenous resources	158
Preservation	160
Conclusion	164

10 The user universe 165

Introduction	165
Personalization	166
Data protection and privacy	170
Information use	170
Learning	171
Lifelong learning	173
Networked learning	174
Information literacy	176
Information skills	177
Conclusion	179

11 Into the future 181

Introduction	181
The library as learning enabler	182
The library as place	183
Conclusion	184

Bibliography 185

Glossary 203

Index 211